

CSW GROUP SAFEGUARDING POLICY

1. Safeguarding Policy Statement

1.1 CSW Group purpose is to inspire, develop and support people, communities and organisations to make positive change through sustainable high-quality services. In achieving this we aim to safeguard and promote the welfare of children, young people and vulnerable adults. All employees and volunteers are required to share this commitment.

1.2 The purpose of this policy statement is:

- to protect children, young people and vulnerable adults who receive our services.
- to provide clarity to service users, employees and volunteers on the principles that guides our approach to safeguarding.

Note: throughout this policy we use the term individual/individuals to refer to children, young people or vulnerable adults. Adults who are not deemed to be vulnerable should be signposted to the Police or their GP. They are not in the scope of this policy. If you are in doubt, please consult your line manager.

2. The Principles Underpinning Our Work

- All individuals are safeguarded, and their welfare promoted.
- We work with partners to improve outcomes for the individuals we work with.
- We hold each other and our partners to account for the work undertaken on behalf of an individual.
- If in doubt we act.
- We collect appropriate information to enable decisions to be made by ourselves/others.
- We have a learning culture and continually improve our services to the most vulnerable in our society.

3. The Framework Underpinning Our Work

3.1 This policy is based on current legislation and both local and national policy and guidance.

3.2 Our employees and volunteers work across a number of local authority areas and therefore will also have due regard to local policies and practice in the area in which they undertake their work.

3.3 Employees and volunteers can find relevant local policies and procedures at the websites listed in Appendix 1. It is important the correct local policies and procedures are followed in all safeguarding incidents.

3.4 National policy and guidance can be found at the following links:

- NSPCC website: <https://learning.nspcc.org.uk/child-protection-system/england/#heading-top>
- Working Together 2018: <https://www.gov.uk/government/publications/working-together-to-safeguard-children--2>

4. Recruiting Employees and Volunteers

- 4.1 All adverts for employee/volunteering vacancies will contain a statement on our commitment to safeguarding individuals and the expectation that anyone working with us will share that commitment.
- 4.2 All necessary background checks, such as references and DBS certificates, will be in place before an individual is able to work with our service users or have access to their personal information.
- 4.3 All recruitment panels for those vacancies that involve directly working with individuals and families will have at least one member who has undertaken Safer Recruitment training.
- 4.4 All employees and volunteers will commit to our mission and values.

5. Training Our Employees and Volunteers

5.1 To ensure individuals receive the best possible service our employees and volunteers will complete essential training at the start of their time with CSW Group. This will be updated with learning throughout their career with us to ensure they have the confidence, skills, knowledge and behaviours needed to safeguard those they work with. Training will be:

- In-house at the start of someone's employment or volunteering role. This is irrespective of their role within the Company because safeguarding issues can occur at any time.
- Multi-agency (minimum level 2) for all employees and volunteers who are working directly with individuals/families. This is to ensure they have an understanding of partners' roles and have confidence in making referrals. Managers will be expected to undertake multi-agency training at level 3 as a minimum.
- Updated on a regular cycle of three years AND at all times on new guidance or learning (for example learning from Serious Case Reviews).
- Twice a year relevant teams will review anonymised safeguarding case studies to help us develop a consistent approach to this work.

5.2 Employees and volunteers are responsible for ensuring their safeguarding training is up to date. If they have been asked to complete update training and this has not been done the situation will be handled through the Company Disciplinary Process.

6. Keeping Individuals Safe

6.1 We will demonstrate a focus on individual's by:

- Being open and honest.
- Demonstrating that we are listening and not judging.
- By showing unconditional regard for them.

6.2 If an employee or volunteer believes an individual is at risk, they MUST act.

6.3 If there is clear evidence of imminent danger or significant harm is likely, action must be taken immediately. If there is any doubt the employee/volunteer will refer to their line manager for advice.

6.4 If the line manager is not available the situation will immediately be referred to the second line manager or, in their absence, another CSW Group manager

6.5 The employee/volunteer will use the flowchart (appendix 2) to guide their actions.

6.6 When a safeguarding situation arises the employee/volunteer will:

- Listen carefully and demonstrate they are taking the information seriously.
- Not stop the individual from freely recalling significant events.
- Not probe for, or attempt to seek to interpret, information.
- Avoid leading questions.
- Offer the opportunity to the individual to speak to someone else (for example they may wish to speak to someone of the same sex).

7. Sharing Information

7.1 Employees and volunteers will follow the Seven Golden Rules for sharing sensitive information. These are:

1. Data Protection legislation is not a barrier to sharing information.
2. Be open and honest with the person whose information you will be sharing, unless doing so would make the situation unsafe for them or someone else.
3. Seek advice – if in doubt about whether to share it is possible to discuss the situation with someone else without disclosing the identity.
4. Share with consent if possible.
5. Consider the safety and wellbeing of the individual.
6. Share what is necessary, proportionate, relevant and accurate. Do so timely and securely.
7. Keep a record of your decision and the reason for it.

7.2 When carrying out tracking requirements as part of our contracts we will sometimes need to record a status of 'Not Known' against an individual. When this happens within the Transitions contract, we will inform our Commissioners of anyone 'Not Known' for whom we do not have any up-to-date contact details. This is to ensure it can be considered alongside information that might have been obtained from other sources which might raise a safeguarding concern. In addition, we will apply the same process to anyone who has been 'Not Known' for over 3 months where we have exhausted all methods of attempted contact.

8. Referral to Relevant Other Agencies

8.1 All employees and volunteers will understand, and follow, the referral systems within the local authority area in which they work (see appendix 1).

8.2 Referral doesn't end responsibility. Employees and volunteers must follow-up with referrer to ensure all agreed actions have been undertaken.

8.3 Referrals will be recorded securely in the relevant database and reported in accordance with specific contractual requirements.

8.4 Employees and volunteers will confirm any actions have been completed before closing the incident on the database and Safeguarding Disclosure Report ([Safeguarding Form](#)). **Referral to Relevant Other Agencies**

9.1 By working together, internally and externally, we can ensure that individuals receive the best level of support. No one person will have the full picture on their needs and therefore working with others is essential.

9.2 Employees and volunteers are expected to share all incidents/concerns with their line manager. All those who review an incident have a responsibility to provide appropriate support/challenge to the employee/volunteer.

9.3 If an employee/volunteer is not happy with the outcome of any stage in the safeguarding situation they must challenge others appropriately. This is not about attaching blame or responsibility to another but ensuring we are all doing the best we can for the individual.

10. Recording a Safeguarding Incident

10.1 The safeguarding incident will be recorded securely in the relevant database and marked as sensitive where appropriate. The information recorded will be detailed, including details of those the individual has been referred to, planned follow-up and outcomes. This is important to help a third party understand the incident and the rationale for actions taken.

10.2 In addition, a Safeguarding Disclosure Report will be completed ([Safeguarding Form](#)). This will include:

- All those involved/mentioned in the incident.
- A chronology of the events (list events in a series of brief bullets).
- Statements made by individuals in quotation marks.
- Dates of referrals made and to whom.
- Feedback on referrals.
- Updates on the incident (continue to add to the document until the case is closed).

10.3 These must be factual and completely accurate and checked for readability. They may be used in any future investigation and someone new to the incident must be able to understand the situation fully, the actions you took and the rationale for that action.

10.4 The Safeguarding Disclosure Report will be read by those in the employee/volunteer's management structure and sent to the Director with responsibility for Safeguarding via safeguarding@cswgroup.co.uk.

11. Recording a Third-Party Disclosure

11.1 If a third party provides information on a safeguarding incident the employee/volunteer should:

- Ask if they have reported to the relevant service (provide link to the appropriate safeguarding website if they do not have it).
- Ask "Is there anything I should know before meeting with the individual?"
- Consider if this is a safeguarding referral, that is; is there something **we need to do** to keep the young person/vulnerable adult safe, is there something **we need to know** to keep colleagues safe,

or **we need to pass to a third-party** because they have a need to know. Only complete a Safeguarding Disclosure Report if the above applies (see 10.2 above for what to include).

- Discuss with their line manager if there are any doubts.
- Record the conversation in the relevant database. For CCIS record as conversation with line manager if it is not a safeguarding referral.
- Safeguarding Disclosure Report to be sent to the Director with responsibility for Safeguarding via safeguarding@cswgroup.co.uk through your line manager and reporting line. Record the date you do this.

12. Change of Employee or Volunteer

12.1 At certain times it is necessary to change an employee or volunteer who is working with an individual. In situations where a child/young person/vulnerable adult have complex needs this referral needs to be detailed to prepare the new employee or volunteer. The verbal handover will be recorded on the relevant database.

12.2 On some occasions it may not be possible to provide a verbal handover (for example an employee/volunteer may be on sick leave). It is therefore important that records are completed in a timely manner and are of sufficient depth that another employee/volunteer can pick up the case and support the individual fully.

13. Supervision

13.1 Employees and volunteers who raise a safeguarding incident will be offered appropriate support, in addition to general supervision. This support may include a referral to the Employee Assistance Programme counselling service.

14. Reporting

14.1 Safeguarding incidents will form part of CSW Group reporting to Commissioners.

15. Audit

15.1 Safeguarding reports will be reviewed by line managers whilst the case is open. In addition, twice a year a sample of safeguarding reports will be reviewed to ensure they are meeting the required standard. Learning from these audits will be shared with all teams.

16. Policy Review

16.1 This policy will be reviewed annually.

Appendices

1. Links to Local Authority safeguarding websites
2. Flowchart for managing safeguarding incidents
3. Disclosure Report Form

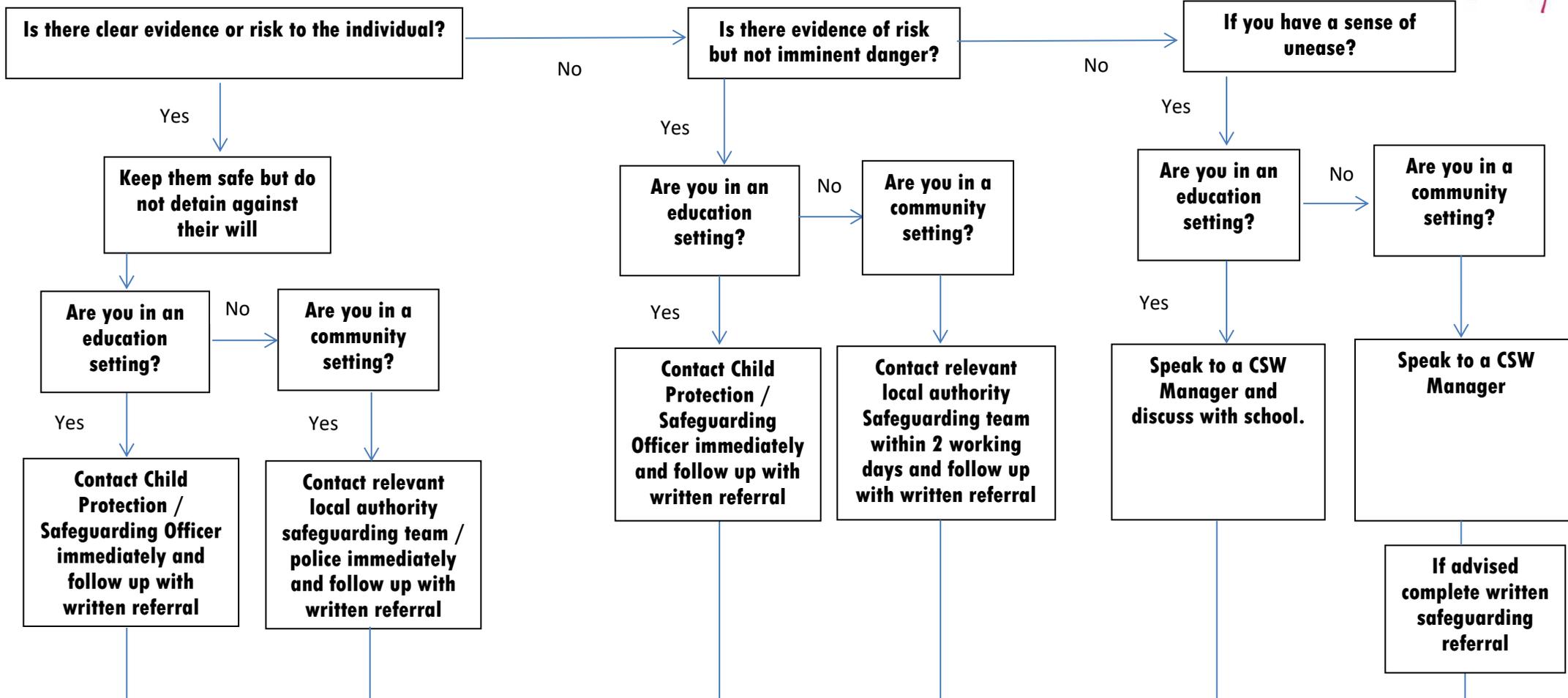
Appendix 1:

WEBSITES FOR LOCAL SAFEGUARDING POLICIES AND PROCEDURES

*The correct policy and procedures for the Local Authority area in which you are delivering your service
MUST be followed.*

Local Authority	Website
Bath and North East Somerset	https://www.proceduresonline.com/swcpp/banes/index.html
Bristol	https://www.proceduresonline.com/swcpp/bristol/index.html
Cornwall and Isles of Scilly	https://www.proceduresonline.com/swcpp/cornwall_scilly/index.html
Devon	https://www.proceduresonline.com/swcpp/devon/index.html
Dorset	https://www.dorsetlscb.co.uk/
Gloucestershire	https://www.proceduresonline.com/swcpp/gloucestershire/index.html
Hampshire	https://www.hampshiresafeguardingchildrenboard.org.uk/#
North Somerset	https://www.proceduresonline.com/swcpp/northsomerset/index.html
Plymouth	https://www.proceduresonline.com/swcpp/plymouth/index.html
Portsmouth	https://www.portsmouthlscb.org.uk/
Somerset	https://www.proceduresonline.com/swcpp/somerset/index.html
South Gloucestershire	https://www.proceduresonline.com/swcpp/southglos/index.html
Southampton	https://www.southampton.gov.uk/health-social-care/contact-social-care/southampton-lscb.aspx
Swindon	https://www.proceduresonline.com/swcpp/swindon/index.html
Torbay	https://www.proceduresonline.com/swcpp/torbay/index.html
Wiltshire	https://www.proceduresonline.com/swcpp/wiltshire/index.html

Safeguarding Disclosure Report Flow Chart



Record fully on relevant database and complete our Safeguarding Disclosure Report (attaching any relevant notes)

Secure acknowledgement of receipt of referral within 3 working days, if not, follow up. Do not give up.

If you feel inappropriate action / no action has been taken and there is a threat of harm, follow up with school / local authority and line manager.

Author: Safeguarding Group

Send Safeguarding Disclosure Report and any subsequent updates to your manager. Use support services available to you to debrief.